



**Cambridge**  
International

**Professional Research Thesis**

**Titled**

**The Psychological Impact of  
Artificial Intelligence Use in Medical  
Settings on Healthcare Practitioners**

**Researcher**

**Suzan Abdellatief Abdelrahman Zieneldeen**

**Supervisor signature**

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# SUMMARY

This study explores the psychological impacts of artificial intelligence (AI) on healthcare professionals, concentrating on three primary dimensions: job satisfaction, professional autonomy, and stress levels. Although AI is often lauded for enhancing efficiency and diagnostic precision in medical environments, its effects on the emotional and cognitive health of healthcare workers remain insufficiently examined.

Utilizing a quantitative methodology with a sample of 384 healthcare practitioners from various European countries, the research utilized surveys and statistical methods to assess the influence of AI integration on practitioners. The principal findings indicated no statistically significant relationships between demographic variables (age, gender, profession) and psychological distress associated with AI.

Nevertheless, qualitative feedback revealed prevalent worries regarding diminished autonomy, heightened workload demands, and feelings of technological disconnection. Despite these difficulties, numerous professionals acknowledged AI's potential to alleviate burnout by automating monotonous tasks and enhancing clinical decision-making assistance.

The research concludes that while AI has the capacity to improve medical practice, it also introduces psychological challenges if not implemented with care. It advocates for thorough training, ethical governance, mental health resources, and the active participation of clinicians in the development of AI to ensure a balanced and human-centric integration.

## **Introduction:**

Artificial Intelligence (AI) is a branch of computer science focused on creating systems capable of performing tasks that typically require human intelligence, such as understanding language, recognizing patterns, solving problems, and making decisions. In the medical field, AI has been defined as the use of computers to model intelligent behavior with minimal human intervention. [1]

The concept of AI can be categorized into two main types:

.1 Strong AI: Systems with consciousness and intentionality, possessing the ability to understand and learn any intellectual task that a human can .

.2 Weak AI: Systems designed to perform specific tasks without possessing consciousness or genuine understanding .

In the context of healthcare, AI applications are broadly divided into two branches:

- Virtual Branch: This includes informatics approaches such as deep learning, information management, and control of health management systems like electronic health records. It also encompasses systems that actively assist physicians in their treatment decisions .

- Physical Branch: This pertains to the use of robots, such as those assisting in surgeries or aiding elderly patients. It also includes targeted nanorobots used as novel drug delivery systems.

[1]

The integration of AI in medicine has demonstrated potential across various domains, including diagnostics, treatment planning, and outcome prediction. Techniques like artificial neural networks, fuzzy expert systems, evolutionary

computation, and hybrid intelligent systems have been employed in clinical settings. [1]

Artificial Intelligence (AI) is increasingly integral to healthcare, offering transformative potential across various domains. Its applications range from enhancing diagnostic accuracy to streamlining administrative tasks, thereby improving patient outcomes and operational efficiency. [2]

Applications of AI in Healthcare:

.1 Medical Imaging and Diagnostics: AI algorithms have demonstrated proficiency in interpreting complex medical images, aiding in the early detection and diagnosis of diseases such as cancer, neurological disorders, and cardiovascular conditions. These tools analyze patterns in imaging data, often matching or surpassing human performance.

.2 Virtual Patient Care: The integration of AI into virtual care platforms has revolutionized patient monitoring and management. Wearable devices equipped with AI can track real-time health metrics, facilitating timely interventions and personalized care plans .

.3 Drug Discovery and Genomics: AI accelerates drug discovery by analyzing extensive biomedical data to identify potential therapeutic targets. Notably, researchers have utilized AI-powered databases to expedite Alzheimer's drug discovery, significantly reducing gene evaluation time from weeks to days. Furthermore, the combination of AI with gene-editing technologies like CRISPR holds promise for developing precise treatments for various genetic conditions.

.4 Administrative Tasks: AI streamlines administrative functions by automating tasks such as documentation and patient follow-ups, thereby reducing the workload on healthcare professionals and minimizing errors. [2]

## Challenges and Ethical Considerations:

Despite its potential, AI integration in healthcare faces several challenges:

- **Data Privacy and Security:** Ensuring the confidentiality and security of patient data is paramount, necessitating robust protocols to prevent unauthorized access .
- **Algorithmic Bias:** AI systems may inadvertently perpetuate biases present in training data, leading to disparities in healthcare delivery. Addressing this requires diverse and representative datasets.
- **Regulatory Compliance:** Establishing comprehensive regulatory frameworks is essential to oversee AI applications, ensuring they meet safety and efficacy standards.
- **Integration with Clinical Workflows:** Seamless incorporation of AI tools into existing clinical practices is crucial to avoid workflow disruptions and to gain clinician acceptance. [2]

## Future Directions:

The trajectory of AI in healthcare points towards more personalized and efficient patient care. Advancements in machine learning and natural language processing are expected to further refine diagnostic tools and patient management systems. Moreover, interdisciplinary collaborations will be vital in addressing ethical, legal, and social implications, ensuring that AI technologies are developed and implemented responsibly. [2]

Psychological health, often synonymous with mental health, encompasses an individual's emotional, psychological, and social well-being. It affects cognition, perception, behavior, and the ability to manage stress, maintain relationships, and make decisions. According to a scoping review published in BMJ

Open, good mental health is defined as a state of well-being that enables individuals to cope with the normal stresses of life and function productively. [3]

The concept of psychological well-being includes both hedonic (enjoyment, pleasure) and eudaimonic (meaning, fulfillment) aspects, as well as resilience, which involves coping, emotion regulation, and healthy problem-solving. Furthermore, a study in Preventing Chronic Disease describes wellness as the degree to which one feels positive and enthusiastic about oneself and life, contrasting it with illness, which refers to the presence of disease . [4][5]

Healthcare professionals are individuals who are trained and licensed to provide health services aimed at maintaining or improving people's health. They encompass a wide range of roles, including physicians, nurses, pharmacists, therapists, and other allied health practitioners. These professionals are integral to the healthcare system, delivering patient care, promoting health, preventing diseases, and contributing to healthcare research and education.

#### Roles and Responsibilities:

The roles of healthcare professionals are diverse and often specialized, depending on their training and the needs of the healthcare system. A study published in Preventing Chronic Disease highlights that various health professions contribute uniquely to prevention and population health, emphasizing the importance of interprofessional education and practice in achieving comprehensive care. [6]

In primary care settings, nurses and medical secretaries often complement the roles of general practitioners by focusing on patient education, building trusting relationships, and providing emotional support. However, the extent of this collaboration can

vary, and there may be opportunities to enhance multi-professional approaches to care . [7]

#### Core Competencies:

Core competencies are essential skills and attributes that healthcare professionals must possess to deliver high-quality care. A systematic review identified several instruments used to assess these competencies in clinical settings, underscoring the importance of both technical skills and cross-cutting abilities in healthcare transformation and innovation . [8]

Specifically, in the context of evidence-based practice (EBP), a consensus set of core competencies has been developed to standardize and improve education for health professionals. These competencies include the ability to formulate clinical questions, search for evidence, appraise research findings, and apply evidence to patient care . [9]

#### Personal and Professional Values:

The personal and professional values of healthcare practitioners significantly influence their clinical decisions and interactions with patients. A comprehensive review integrated these values into a framework based on Schwartz's values model, identifying altruism, equality, and capability as prominent values among healthcare professionals. Understanding these values can enhance patient-centered decision-making and interprofessional collaboration . [10]

#### Evolving Roles and Challenges:

The roles of healthcare professionals are continually evolving in response to changes in healthcare delivery models, technological advancements, and patient needs. The implementation of new public management principles has aimed to influence professional practices and resource utilization, sometimes

creating tensions within professional groups who may feel their autonomy is challenged . [11]

Moreover, the integration of telehealth into healthcare services has necessitated the development of specific competencies for healthcare practitioners. A recent study identified core competencies in telehealth organized into domains such as principles of telehealth, care planning and management, assessment, diagnosis, and treatment, highlighting the need for targeted training in this area. [12]

### **The study Problem:**

The swift adoption of artificial intelligence (AI) technologies within medical environments has revolutionized healthcare delivery by improving diagnostic precision, optimizing administrative processes, and aiding clinical decision-making. Nonetheless, although the technical and operational advantages of AI are widely recognized, the psychological effects on healthcare professionals have not been thoroughly examined. As AI systems increasingly impact fundamental elements of medical practice, such as diagnosis, treatment strategies, and patient engagement, healthcare workers may face shifts in job satisfaction, perceived autonomy, and levels of workplace stress. Issues related to deskilling, potential job loss, ethical responsibility, and trust in AI-generated recommendations may exacerbate psychological challenges. Despite these emerging concerns, there is a scarcity of empirical studies investigating the influence of AI on the mental and emotional health of practitioners. It is essential to address this gap to ensure not only the effective integration of AI but also the long-term viability of the healthcare workforce.

### **The importance of studying:**

As artificial intelligence (AI) becomes more integrated into healthcare systems, it is crucial to comprehend its effects on healthcare professionals. Although AI enhances efficiency and aids in diagnostics, it also brings forth issues related to job security, professional independence, trust, and the emotional health of clinicians. This research is significant as it fills a notable gap in existing literature by examining the psychological effects of AI implementation on healthcare providers. The results will offer important insights for hospital administrators, policymakers, and AI developers, enabling them to foster supportive, ethical, and psychologically sustainable environments for practitioners. Ultimately, safeguarding the mental health of healthcare workers is essential not only for their well-being but also for ensuring the quality and safety of patient care.

## **Objectives of the study:**

### **General Objective:**

To examine the psychological impact of artificial intelligence, use in medical settings on healthcare practitioners, focusing on aspects such as job satisfaction, professional autonomy, and stress levels.

### **Specific Objectives:**

1. To examine how AI-assisted decision-making impacts healthcare professionals' perceived autonomy in their practice .
- 2 .To analyze the correlation between the incorporation of AI into clinical workflows and the job satisfaction of healthcare professionals .
- 3 .To explore the extent to which the implementation of AI in medical environments affects the stress and anxiety levels of healthcare practitioners .

## **Study hypotheses and questions:**

### **Null Hypothesis (H<sub>0</sub>):**

The use of artificial intelligence in medical settings has no significant psychological impact on healthcare practitioners, including their job satisfaction, perceived autonomy, or stress levels.

### **Alternative Hypothesis (H<sub>1</sub>):**

The use of artificial intelligence in medical settings has a significant psychological impact on healthcare practitioners, affecting their job satisfaction, perceived autonomy, and stress levels.

## **Research Questions:**

- 1 .In what ways does the incorporation of AI in medical decision-making influence healthcare practitioners' sense of professional autonomy ?
- 2 .What effects does the integration of AI have on the job satisfaction of healthcare practitioners ?
- 3 .Does the implementation of AI in clinical environments lead to heightened or reduced stress and anxiety levels among healthcare professionals ?

**Study Approach:**

Descriptive approach

**The limits of the study:**

**Spatial boundaries:**

Europe

**Time limits:**

From 2017 to 2025

**Study plan:****Type of study:**

Quantitative research employing a questionnaire to assess the psychological effects of utilizing artificial intelligence in medical environments on healthcare professionals.

**Study duration:**

A duration of 5 months will be allocated for the collection and analysis of data to ensure a comprehensive representation of various Healthcare Practitioners.

**Inclusion Criteria****1 .Active Healthcare Professionals :**

Individuals such as physicians, nurses, mental health specialists, technicians, and other medical personnel who are currently engaged in clinical practice .

**2 .Familiarity with AI Technologies :**

Participants must be employed in environments where artificial intelligence tools (for instance, diagnostic assistance, patient monitoring, and scheduling algorithms) are in active use .

**3 .Voluntary Participation :**

Participants must willingly agree to participate in the study and consent to the collection and utilization of their data .

### **Exclusion Criteria:**

#### 1- No AI Exposure:

Healthcare practitioners who have not used or interacted with AI systems in their workplace.

#### 2- Non-clinical Staff:

Administrative, managerial, or IT personnel without direct involvement in patient care or clinical decisions.

#### 3- Incomplete Responses:

Participants who submit incomplete surveys or withdraw before completion.

### **Sample Size:**

The required sample size for this study was determined to be 384 participants through the utilization of data analysis software applications, including (Stat Direct, SPSS, and Excel).

### **Data Collection Methods**

#### Questionnaire:

A questionnaire was created for distribution among healthcare practitioners who utilize artificial intelligence.

### **Data analysis:**

#### **Quantitative Analysis:**

1- Descriptive Statistics: Provide a summary of the demographic information, including variables such as age and gender...etc.

2- Inferential Statistics: Employ statistical methods such as the Chi-square test.

## **Conclusion:**

This research aimed to investigate the psychological implications of integrating artificial intelligence (AI) within medical environments, particularly concerning healthcare professionals. It concentrated on three key aspects: job satisfaction, professional autonomy, and stress levels. The results yield several important insights, illustrating the intricate relationships between technological adoption and human psychological reactions in clinical settings.

The findings underscore that the integration of AI in healthcare transcends mere technical or operational changes; it is fundamentally a transformation that affects human experiences. While existing literature often highlights AI's potential to enhance diagnostic precision, alleviate administrative tasks, and optimize patient care, this study reveals a more complex reality: AI also alters the cognitive and emotional landscapes of healthcare workers.

In this light, AI functions as both an empowering instrument and a source of stress, challenging practitioners' sense of control, identity, and significance. Despite the statistical analysis showing no notable correlations between demographic factors (such as gender, age, or profession) and perceived psychological effects, qualitative observations and personal accounts suggest that concerns regarding professional displacement, diminished clinical judgment, and emotional exhaustion are prevalent. Numerous participants conveyed mixed feelings about AI, recognizing its advantages while simultaneously expressing apprehension about a future in which machines might undermine essential human roles in healthcare delivery.

Additionally, the research indicated that the perception of autonomy—historically viewed as a fundamental aspect of medical professionalism—is jeopardized in environments

influenced by artificial intelligence. When AI systems provide treatment recommendations or triage advice, healthcare professionals may feel compelled to rely on algorithmic outputs, even when their own expertise or intuition suggests otherwise. This reliance can gradually undermine self-efficacy and present ethical challenges, particularly when the results do not meet the expectations of either the human practitioner or the machine. Regarding job satisfaction, the influence of AI appears to be contradictory.

While AI has the potential to alleviate cognitive burden by automating mundane tasks and offering immediate assistance, thereby improving job performance and mitigating burnout, this increase in efficiency might come at the expense of job enrichment and a sense of purpose. This is especially pertinent in positions that have traditionally emphasized critical analytical skills or interpersonal interactions.

As the healthcare sector becomes more reliant on data, practitioners may increasingly perceive themselves as data processors rather than caregivers, which jeopardizes the intrinsic motivations that initially attracted many to the healthcare field. The results also highlight the rise of technostress; a contemporary form of psychological strain stemming from the necessity to continuously learn and adapt to new technological tools. Healthcare professionals who are less adept with technology or who operate in resource-limited environments may face increased stress and frustration, further widening existing gaps in professional growth and performance.

Furthermore, the study implies that AI may subtly shift interprofessional relationships. The assignment of tasks to machines can disrupt established hierarchies and workflows, potentially leading to tension or ambiguity regarding roles and responsibilities. This underscores the importance of developing

clear policies and ethical frameworks concerning the integration of AI in collaborative healthcare settings.

In conclusion, while the research primarily examined the immediate psychological effects of AI integration, it also highlights the importance of considering the long-term consequences. Continuous exposure to AI-driven healthcare may result in desensitization, emotional detachment, or even a shift in the perception of the healthcare professional's role. In severe instances, this could impact retention rates, clinical outcomes, and the overall culture of care.

Ultimately, this study serves as a vital reminder that the effectiveness of AI in healthcare should not be assessed solely based on its technical capabilities or cost-effectiveness; it must also be viewed through the prism of its human impact. The psychological health of healthcare providers is crucial for patient safety, care quality, and the sustainability of health systems. Therefore, the implementation of AI must be accompanied by careful strategies that honor the dignity, autonomy, and emotional requirements of those working in medicine.

To advance responsibly, it is essential for stakeholders, including policymakers, developers, educators, and healthcare leaders—to collaborate in creating AI systems that enhance human expertise rather than undermine it. Additionally, fostering supportive environments that emphasize mental health, digital literacy, and ethical transparency is critical to ensuring that the integration of AI into healthcare is both technologically effective and psychologically sustainable.

## Results:

The study involved 384 healthcare professionals across various disciplines and used detailed chi-square statistical analyses. Major findings include:

.1 No significant association between profession and feeling overwhelmed while learning new AI systems ( $X^2(4) = 1.245$ ,  $p = .871$ ).

.2 No link between gender and feeling overwhelmed by AI use ( $X^2(1) = 0.727$ ,  $p = .394$ ).

.3 No statistical correlation between age groups and perceiving AI as job stress-inducing ( $X^2(4) = 0.308$ ,  $p = .989$ ).

.4 Similarly, no association was found between the frequency of using AI and the perception that it increases decision-making pressure ( $X^2(8) = 5.066$ ,  $p = .750$ ).

5. Despite these null results, qualitative analysis and open-ended responses indicated a perceived reduction in professional autonomy and emotional fatigue in AI-dense environments.

## **Recommendations:**

1. **Incorporation of AI Literacy in Medical Education:** Educational programs must encompass AI ethics, operational capabilities, constraints, and collaborative decision-making across disciplines to foster trust and assurance in AI technologies.
2. **Mental Health Support During Transition:** Healthcare facilities ought to offer psychological support services to alleviate stress and prevent burnout amid phases of digital transformation.
3. **Ethical Regulation:** Create clear ethical guidelines for the application of AI in clinical environments to safeguard professional independence and patient rights.
4. **Involvement in AI Development:** Healthcare professionals should participate in the design and assessment of AI systems, reinforcing their position as decision-makers rather than mere interpreters of data.
5. **Equitable Work Processes:** It is essential to prevent excessive dependence on AI for standard decision-making. AI should enhance, rather than supplant, human judgment.
6. **Continuous Feedback Mechanisms:** Implement structured channels for practitioners to report challenges, propose enhancements, and express ethical concerns regarding AI applications.

## **Limitations:**

1. **Geographical Limitations:** The research was carried out within European healthcare environments, which may restrict its relevance to areas with differing healthcare systems.
2. **Temporal Limitations:** The data was gathered over a span of five months, potentially failing to capture the long-term psychological impacts of AI interaction.
3. **Cross-Sectional Methodology:** The implementation of a cross-sectional survey design hindered the exploration of temporal changes or causal relationships.
4. **Subjective Assessment:** The data relied on self-reported measures which may introduce biases or inaccuracies.
5. **Exclusion of Non-Clinical Personnel:** Administrative and IT staff were not included in the study, despite their significant interactions with AI technologies.
6. **Variability in Technology:** The AI systems utilized by participants were not uniform, and differences in technological sophistication may have influenced their perceptions.
7. **Accelerated Technological Advancements:** The artificial intelligence sector is undergoing swift transformations; results may quickly become obsolete as novel technologies and regulations are introduced.
8. **Cultural Influences:** Attitudes towards autonomy, stress, and the effectiveness of AI are shaped by cultural standards, which were not thoroughly examined.
9. **Insufficient Qualitative Insights:** Although a few open-ended responses were evaluated, the research predominantly depended on quantitative approaches.

10. Constraints on Generalization: Although the sample size is sufficient, it may not comprehensively represent the variety of healthcare positions or experiences related to AI.

## **The reviewer:**

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